

Serial No.: 09/577,658  
Art Unit: 3623

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**Amendments to the Drawings:** begin on page 10 of this paper and include attached replacement sheets.

**Remarks:** begin on page 11 of this paper.

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**Amendments to the Drawings:**

The attached sheets of drawings include changes to Figs. 2-7. These sheets, which include Figs. 2-7, replaces the original sheets including Figs. 2-7

Attachment: Replacement Sheets



# Mid-Market Database - MAIN SWITCHBOARD

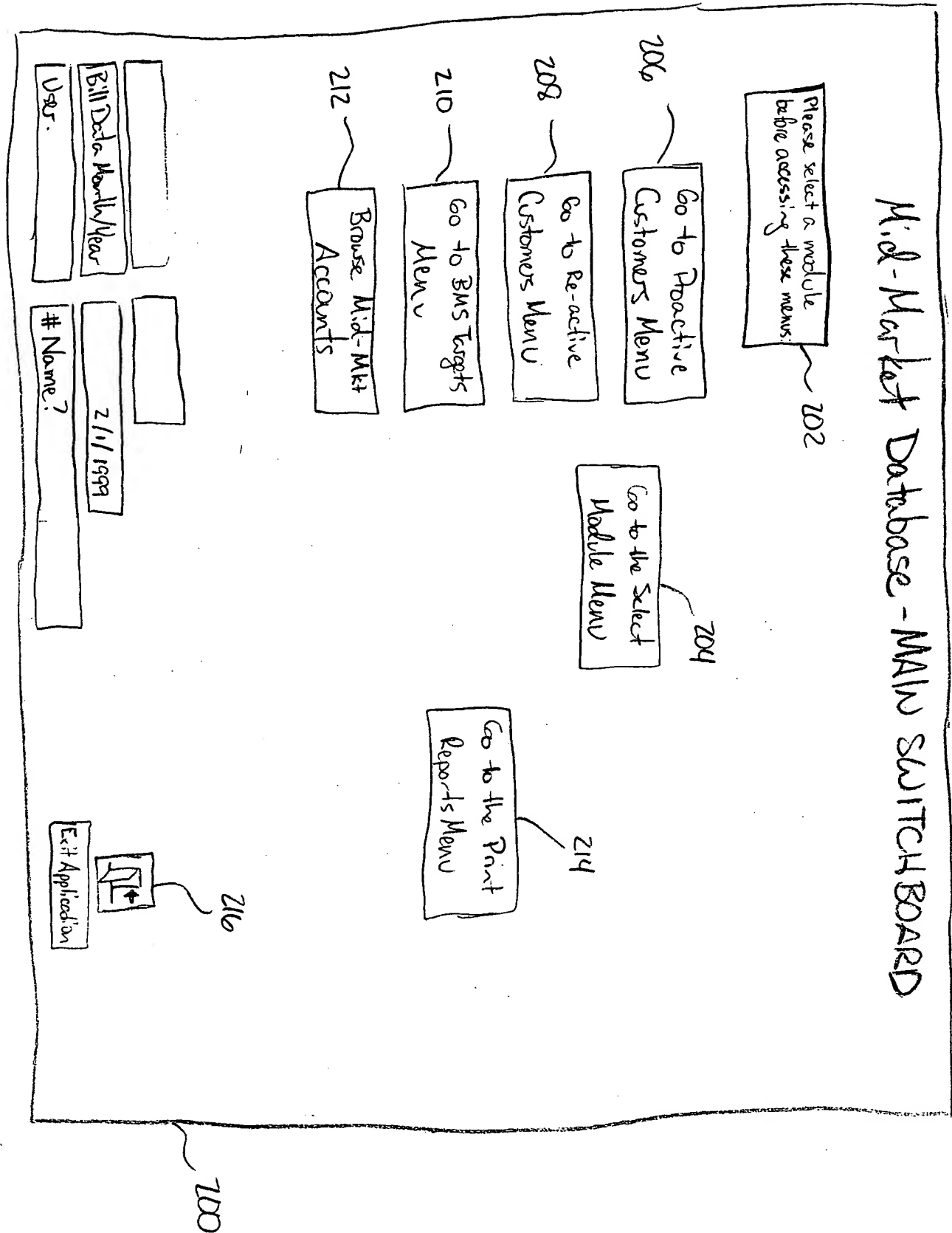


FIG. 2

# Mid-Market Database - Proactive Menu

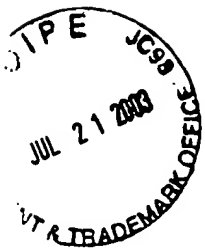
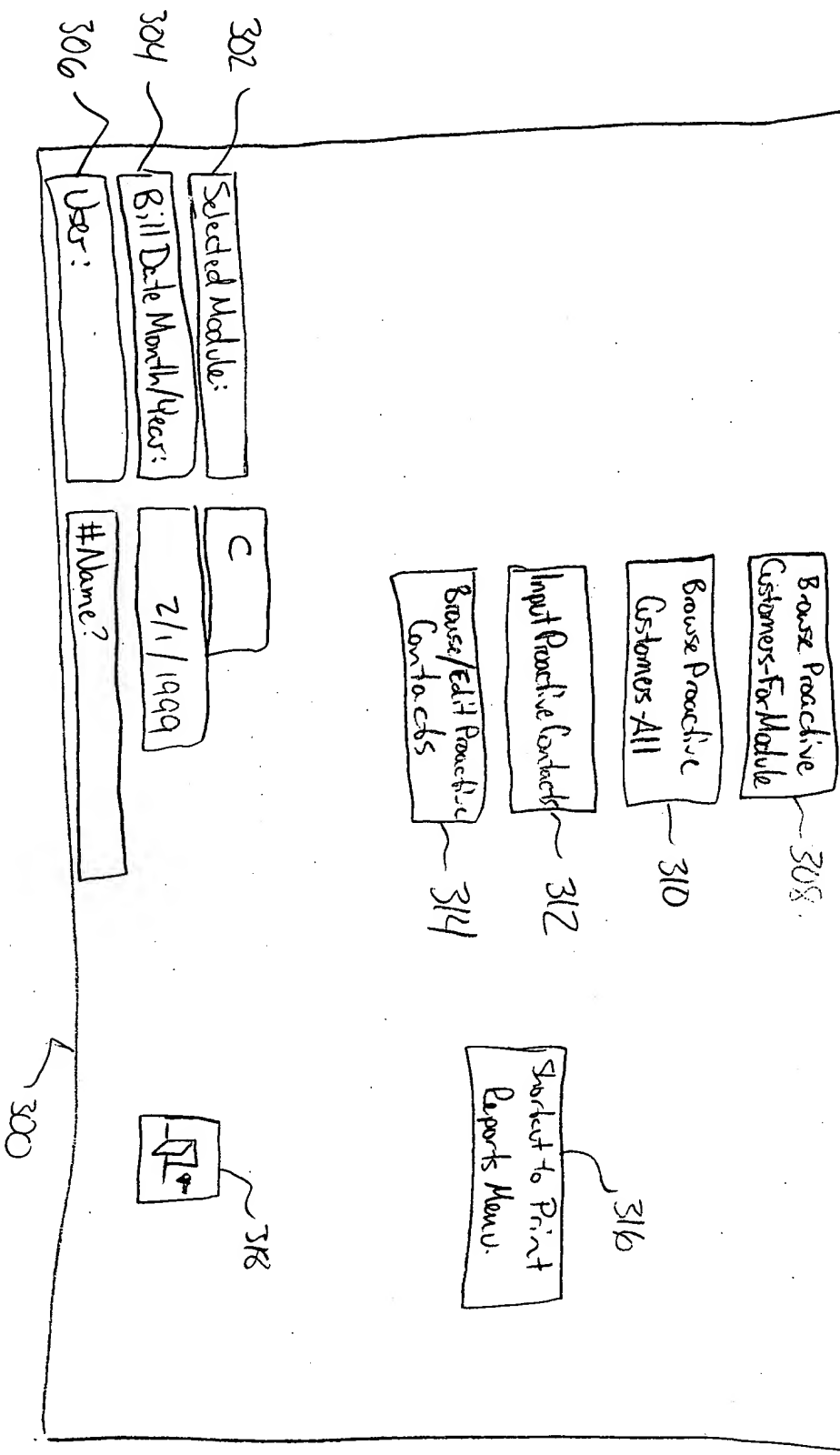


Fig. 3

## Browse Proactive Customers Form - For Selected Module

402

MAN FID	S3VGQ
local service	47
number of accts	\$11,669.72
Name assigned to MAN	1ST FRANKLIN
AE assigned to Customer	
Customer Contact	
Contact Number	
Remarks	

Select by Name:

Select by MAN:

Edit Customer Data

406

Display Report of Accts for Selected MAN

408

Print Reports of Accts for Selected MAN

Edited by: VIRGINIA LEWIS

Last Edit: 5/26/1999

MAN FID	SO427
local service	\$4,259.16
number of accts	15
Name assigned to MAN	A C WHITE TRANSFER &
AE assigned to Customer	
Customer Contact	
Contact Number	
Remarks	

Select by Name:

Select by MAN:

Edit Customer Data

Display Report of Accts for Selected MAN

Print Reports of Accts for Selected MAN

Edited by:

Last Edit:

MAN FID	S0NG5
local service	\$8,682.86
number of accts	21
Name assigned to MAN	A J MORRIS &
AE assigned to Customer	
Customer Contact	
Contact Number	
Remarks	

Select by Name:

Select by MAN:

Edit Customer Data

Display Report of Accts for Selected MAN

Print Reports of Accts for Selected MAN

Edited by:

Last Edit:

400

# Edit Proactive Customer Data

Customer Data the can be edited:

AE Assigned:

Customer Contact Name:

Customer Contact Phone:

Remarks:

Customer Data that cannot be edited:

Customer Name:

MAN FID:

Module:

Total Local Service:

Total Number of Accts:

Edited by:

Last Edit:

Selected Module:

User:

Input Status:






FIG. 5

# Enter Proactive Contacts

SV, MV, OV, SP, MP, OP

Date of Contact:

Quality of Contact:

Remarks:

View Quality Contact Guidelines

SV, MV

SP, MP, OP

Select by Assigned Name:

Select by MAN FID:

Customer Data:

Customer Name:

MAN FID:

Total Local Service:

Total Number of Accts:

Module:

AE Assigned:

Customer Contact Name:

Customer Contact Phone:

To make changes to this data, use the Browse Proactive Customers Form

Click all Products Discussed:

Click all Products "Sold" & Indicate Number of each product:

- ☐ CLUB
- ☐ DAB
- ☐ BMS
- ☐ RSB
- ☐ MTB
- ☐ EDI
- ☐ Electric
- ☐ Billing
- ☐ Select

- ☐ CLUB
- ☐ DAB
- ☐ BMS
- ☐ RSB
- ☐ MTB
- ☐ EDI
- ☐ Electric
- ☐ Billing
- ☐ Select

608

600

Follow-up Date:

Follow-up Remarks:

FIG. 6

## Browse Mkt Accounts - by Billing Name

bill number  
cent fid  
site  
name  
addr2  
addr3  
addr4  
addr5  
man fid  
local serv  
input date  
input by

proactive ind  
reactive ind  
mbs target ind  
do not call ind  
module ind

☐ non-ebs in  
☐ ebs ind

☐ rsb ind  
☐ club smy in  
☐ edi ind  
☐ dab prod in  
☐ mtb ind  
☐ bms ind  
☐ ckf ind  
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

702

714

712

706

716

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.

bill number

man fid  
local serv  
input date  
input by

proactive ind  
reactive ind  
mbs target ind  
do not call ind  
module ind

☐ non-ebs in  
☐ ebs ind

☐ rsb ind  
☐ club smy in  
☐ edi ind  
☐ dab prod in  
☐ mtb ind  
☐ bms ind  
☐ ckf ind  
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

704

708

710

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.

bill number

man fid  
local serv  
input date  
input by

proactive ind  
reactive ind  
mbs target ind  
do not call ind  
module ind

☐ non-ebs in  
☐ ebs ind

☐ rsb ind  
☐ club smy in  
☐ edi ind  
☐ dab prod in  
☐ mtb ind  
☐ bms ind  
☐ ckf ind  
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

700

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.

FIG. 7